

Please see the below table providing the requested split of the 9 categories stated in the annual report with an additional breakdown of the upheld/partly upheld investigation information.

Please be aware that it is not possible to break down the first 2 categories (Enquiries received & Enquiries with advice provided or redirected) into health or parliamentary as this level detail is not recorded at this initial stage:

	Total	Health	Parliamentary	Out of Jurisdiction
Enquiries received	103,965			
Enquiries with advice provided or redirected	73,070			
Complaints handled	30,895	24,199	5,420	1,276
Complaints not ready for us or should not be taken forward	25,659	20,007	4,376	1,276
Decisions made	5,236	4,192	1,044	
Investigations upheld/partly upheld	650	604	46	
Upheld	104	93	11	
Partly Upheld	546	511	35	
Investigations not upheld	472	450	22	
Assessment decisions	3,742	2,816	926	
Resolutions	372	322	50	